

## City of Fort Worth, Texas

### Job Description

<b>Classification Title</b>	Public Safety Communicator II		
<b>Job Code:</b>	PS5140	<b>Job Family:</b>	Public Safety
<b>Pay Grade</b>	508	<b>Date Reviewed:</b>	06/28/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	

#### GENERAL SUMMARY

Performs answering and dispatch services for emergency and non-emergency calls for police, fire and medical response. Performs duties in support of the Police Information Center and a variety of technical tasks. Ensures the safety and effectiveness when routing calls to appropriate City services.

#### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Receives and processes emergency and non-emergency calls using Computer Aided Dispatch System (CAD) and various electronic devices. Dispatches calls to patrol units and receives and communicates information pertaining to the incident. Monitors Omega alarm system for City.
2. Retrieves all pertinent computer data relating to dispatch incidents, special requests from officers and other important information.
3. Determines the correct emergency response, correctly prioritizing and collecting data that is now evidence in crimes.
4. Enters information into CAD system for call processing from caller information or use of automatic number identifier (ANI) and automatic location identifier (ALI) received from phone system.
5. Uses power map to locate callers and notifies other employees, supervisors and field units.
6. Updates and monitors unit status and transmits officer requests for emergency services.
7. Verifies and inputs data as requested by officers in the field.
8. Notifies wrecker services, fire department, medical investigator or other entities as requested.
9. Performs other related duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

### **Police Information Center Essential Functions:**

1. Enters all pertinent computer data relating to dispatch incidents and other important information. Retrieves information from Computer Aided Dispatch (CAD) system and routes to dispatchers.
2. Performs criminal history checks. Inputs information into completes case information and incident reports into computer software.
3. Receives and sends information to other agencies using teletype program.
4. Performs timely entry of accurate information into National Crime Information Center (NCIC) and Texas Crime Information Center (TCIC).
5. Monitors City alarm systems and video surveillance of various municipal buildings. Identifies needed emergency responses and routes calls to dispatchers.
6. Responds to calls received from hearing impaired machines on various hotlines including crime stoppers and drug enforcement hotlines.
7. Maintains statistical and graphic reports showing productivity of dispatching services and geographical areas of citizen demand for police services.
8. Trains new employees as required.
9. Performs related duties as required.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Knowledge of:
  - Modern office procedures, methods and computer equipment.
  - Principles and procedures of record keeping.
  - Pertinent federal, state and local laws and ordinances.
  - Computer aided dispatch, 79 call signals, and various databases and systems related to 911 operations.
  - Police Information Mining Portal.
  - General Orders for Fort Worth Police Department.
- Skill in:
  - Planning and prioritizing.
  - Observation and decision-making.
  - Organization, time management, and multi-tasking.
  - Customer service.
- Ability to:
  - Communicate clearly and effectively, both orally and in writing.
  - Learn methods and techniques of emergency dispatching.
  - Learn to process information and make sound decisions in emergency situations.
  - Learn the geography and surrounding area of the City.
  - Learn to interpret City maps and geographical locations.
  - Respond to emergency and non-emergency situations from the general public.
  - Type at a speed necessary for successful job performance.
  - Establish and maintain effective working relationships.

- Comprehend radio traffic and dispatch critical information.

## **MINIMUM JOB REQUIREMENTS**

High school diploma/GED and one year of public safety call taking/dispatch experience.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.